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Itronix designs, manufactures and deploys mission-critical wireless, rugged computing solutions that maximize the productivity of mobile workers.

For more than 15 years, Itronix has provided enterprise mobile computing solutions for field workers in Utilities, Telecommunications, public safety, EMS Aerospace and defence.

More information about Itronix and its products are available at [www.itronix.co.uk](http://www.itronix.co.uk)

**Product Solution Delivered**

- Itronix has supplied Lauda Air X-C6250Pro and Gobook notebook computers. The ruggedised mobile PCs will be an integral part of Lauda Air's aircraft maintenance programme.

Itronix Reference Account:

# Lauda Air

**SITUATION: *Lauda Air – First Class Aircraft Maintenance***

Lauda Air is one of the most forward thinking and innovative airlines in the world. The organisation concentrates on quality, service and on defining itself as different from other companies in the same industry. "Service is our success" – this is the theme of all areas of the enterprise. In principle, all airlines today fly at the same height, over the same distances, at the same speeds, in almost identical aircraft. Lauda Air, however, has paid particular attention to equipping its aircraft with particularly attractive interiors, installing the most modern video and audio systems and to ensuring, through an exclusive service, the provision of first-class on-board catering.

Maintenance of the aircraft is of paramount importance to the overall business and Lauda Air has been forward thinking in their idea of the tools needed in modern aircraft maintenance. With the need for state of the art, best of breed, notebooks and laptops, Lauda Air also needed mobile PCs which would be powerful enough to handle their main application, Boeing's PMA (Portable Maintenance Aid) which contains digital maintenance instructions, detailed cabling diagrams and fault-finding handbooks. The computers also needed to have integrated GSM, for repairs undertaken in airports that do not have their own Lauda technical centre.

**An Itronix Solution**

Lauda Air selected Itronix X-C6250Pro and GoBook mobile computers as the hardware element of its aircraft maintenance section. The Itronix units can be used within the aircraft, whether in the hangar, on the airfield or in foreign airports. The technical centres in Bangkok and Glasgow are already working on aircraft with the aid of "electronic manuals".

The main application stored on the Notebooks is Boeing's PMA (Portable Maintenance Aid) which contains digital maintenance instructions, detailed cabling diagrams and fault-finding handbooks. There is also documentation of components and suppliers, and data on the passenger entertainment system.

**Benefits**

When maintenance has to be undertaken in airports which are not equipped with its own Lauda Air technical centre the integrated GSM Module comes into its own which was a decisive factor in the choice of Itronix Notebooks. By this means the technician can be contacted by telephone, by voice mail, fax or, without the need for fixed access to the Internet, via a global provider.

In common with Austrian Airlines a wireless radio system, Lucent's Orinoco, has been installed in hangars. Co-operation with Vienna Airport is under consideration. The advantage of whole airport coverage is a reduction in time on the ground, which affects punctuality. There is then the wider consequence of the ease of availability of scarce parking areas for aeroplanes at the airport. This will be possible because maintenance will take less time through the introduction of mobile computers.

Because the maintenance manuals are immediately available much of the work and above all time on the ground can be reduced by up to 30%. Travel time and the attendant costs of transport, or the fact that no technician is available, to name those factors of most significance, are minimised. Also the secondary burden being the need to bring in a third person to provide the requisite information is considerably lessened.

It is also worth mentioning the very positive attitude which Lauda Air technicians have towards innovation; that updating extensive maintenance manuals requires less manpower and that Lauda Air, particularly when operating internationally, has gained in flexibility. Lauda Air considers the most important criterion in their decision to have been the ease with which they could interchange communications modules - GSM and LAN - on the spot.